



LANGS BUILDING SUPPLIES

Delivering Certainty at Scale in Building Supply Logistics

RADARO



The Results with Radaro

RESULT	IMPACT
Tens of thousands recovered in dispute savings	Proof of delivery resolved theft and misdelivery claims on the spot - no more writing off unverifiable deliveries
~500 deliveries tracked daily	Full visibility across both sites, every run & every driver - including subcontractors
A technology partner, not just a platform	Open dialogue with the Radaro team drives continuous improvement
Seamless ERP integration	Full data visibility for partners, builders & operations teams. Ability to track time & labor cost savings.

Company Overview

Industry	Employees	Use Case	Headquarters
Langs Building Supplies	350+	Transport & Logistics Transformation	Queensland, Australia



Proof of delivery alone has saved us Tens of Thousands of dollars”
General Manager, Langs Building Supplies

Langs Building Supplies is one of Australia’s leading building supply businesses, proudly **celebrating 50 years of operation**. The business has grown from humble beginnings into a large-scale, multi-site operation employing over 350 people.

Today, Langs is recognised as a **whole-of-house supplier**, supporting major residential builders with everything from frames and trusses to windows, doors, timber, and hardware.

With a **fully in-house logistics operation**, the business delivers at scale across south-east Queensland and northern NSW, managing approximately **500 deliveries per day**.

In an industry where deliveries are often made to unmanned construction sites, Langs operates with a clear mandate: **deliver with precision, prove it with certainty, and build trust at every step**.

01 - The Challenge

Before implementing Radaro, Langs relied on a previous system that proved to be inconsistent, unreliable, and lacking support.

Operationally, this created several challenges:

- Limited visibility into deliveries and driver activity
- Inefficient proof of delivery processes, especially critical on unattended job sites
- Manual workflows, including photo handling and communication with customers
- Difficulty resolving disputes, particularly around missing or stolen materials
- Lack of vendor support, making it hard to resolve issues quickly

In an industry where materials regularly go missing from unattended sites, every unverified delivery becomes a financial risk. For Langs, it was critical to confidently prove they were on-site, how long they were there, and exactly what was delivered.

Without this level of visibility, Langs was often forced to absorb losses and defend disputes they could not prove.

02 - The Solution

Langs implemented Radaro to modernise their delivery operations, with a strong focus on:

- Real-time proof of delivery
- Advanced delivery scheduling
- Seamless ERP (Syspro) integration
- Data visibility across the business

Radaro's integration with Langs' ERP system created automated digital touchpoints, enabling delivery data, including photos, to be instantly available across teams without manual handling.



"When the driver takes the photos, the team has everything they need within minutes. They don't have to go hunting for data or information. There are no delays, no friction. It's just there."

Beyond this, the platform introduced flexible routing, allowing Langs to prioritise customer-driven delivery requirements, while also automating previously manual processes to reduce administrative workload. With access to richer, real-time data, the business can now make more informed decisions and plan operations more effectively.

Crucially, Radaro offered something their previous provider did not: a collaborative partnership with responsive support and ongoing improvement.

03 - The Outcome

Since implementing Radaro, Langs has seen both immediate and long-term benefits across operations, finance, and customer experience.

1. Significant Cost Savings

Proof of delivery has eliminated costly disputes and reduced losses from theft and misdelivery, saving Langs tens of thousands of dollars.

What was once written off, can now be verified and resolved instantly.

2. Smarter delivery operations

The platform also provided:

- Manual admin eliminated
- Delivery data found in seconds, not hours
- Faster communication between drivers, operations, and customers



“There’s always value in man hours when you’re not having to hunt things down.”

3. Elevated Customer Trust & Professionalism

With accurate delivery records and photo evidence, Langs can confidently demonstrate exactly what was delivered, when, and where - even on unmanned sites.

This has elevated Langs’ reputation as a trusted, transparent partner, not just a supplier in the building industry.



The ability to show exactly when we were on site and what we delivered has helped us build invaluable trust with our customers and partners. We are now seen as the industry gold standard.”

4. Intelligence-driven operations

Through deep ERP integration and API-driven data flows, Langs has transformed delivery data into actionable insights that can:

- Optimise delivery routes
- Factor in external variables (e.g. weather, traffic)
- Improve operational planning

Combining Radaro data with other data sources has created a “force multiplier” effect for insights and optimisation.

5. Delivery agility

Unlike rigid systems, Radaro gives Langs full control to adapt deliveries in real time to:

- Prioritise customer delivery requirements
- Adjust routes dynamically
- Push and pull jobs through the ERP seamlessly

6. Seamless User Experience

Despite complex backend processes, the system is simple for users:



It's like flicking a light switch. The complexity is behind the scenes, but for the user, it just works.”

50 years in business. 500 deliveries a day. Zero guesswork.

With Radaro, Langs has transformed the way its delivery operations are experienced, both internally and by its customers.

Internally, what was once complex and manual, is now streamlined, connected, and effortless.

Externally, Langs presents a far more professional image in the market. Deliveries are consistent, transparent, agile, and reliable.

What started as a logistics solution has evolved into:

- A financial safeguard with proven ROI
- A customer experience enhancer
- A data-driven decision engine

Langs now operates with **complete visibility, control, and confidence** - at scale.



Radaro works and it's well worth the investment. The ROI is exceptional, and we know we're getting our investment back multifold each month.”

- General Manager, Langs Building Supplies

The background is a dark blue map with white line art representing streets and buildings. A large, faint watermark of the letter 'R' inside a circle is visible in the bottom right corner.

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www.radaro.com

results@radaro.com